

MEMORANDUM

9/10/2012

TO: Bob Hoyt, Director, Department of Environmental Protection
Rick Nelson, Director, Department of Housing and Community Affairs
Art Holmes, Director, Department of Transportation
Diane Jones, Director, Department of Permitting Services
Harash Segal, Director, Department of Technology Services
Patrick Lacefield, Director, Office of Public Information

FROM: CountyStat

SUBJECT: 311: Semi-Annual Performance Review

The following items were identified for follow-up during the 9/7/2012 CountyStat meeting:

Change Accuracy Rate metric to better capture initial errors by customer service representatives.

Responsible parties: CountyStat, PIO
Other parties involved: none
Deadline: 3/4/2013

Work with MC311 and departments to identify opportunities for address-based reporting of service requests across multiple departments.

Responsible parties: DHCA, DPS, PIO, DEP
Other parties involved: none
Deadline: 10/22/2012

Conduct estimate of costs associated with retiring legacy phone numbers replaced by MC311.

Responsible parties: DTS, PIO
Other parties involved: none
Deadline: 10/22/2012

Remove hang-up and missed calls from reporting of top service requests.

Responsible parties: CountyStat, PIO
Other parties involved: none
Deadline: 3/4/2013

Report percentage of service requests generated via web-portal.

Responsible parties: CountyStat, PIO
Other parties involved: none
Deadline: 3/4/2013

Analyze impact of Ride-On app to MC311 information requests related to Ride-On bus service.

Responsible parties: CountyStat, DOT
Other parties involved: PIO
Deadline: 10/16/2012

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer